



Defense Travel System

DTS CTO Orientation and Users Guide

DRAFT
Version 1.7

Prepared by:
Northrop Grumman Mission Systems
12900 Federal Systems Park Drive
Fairfax, VA 22033

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Table of Contents

1	Introduction	1
2	Overview of the Defense Travel System	1
3	Passenger Name Record (PNR) Processing	1
3.1	PNR Processing – Remark Qualifiers	2
3.2	PNR Processing – Exceptions	3
3.3	PNR Processing – Southwest Airlines Flights	3
4	PNR Adjustments	4
5	PNR Amendments	4
6	Queue Processing Procedures	5
6.1	Inbound Queue	5
6.1.1	New PNRs	5
6.1.2	Adjusted PNR	5
6.1.3	Amended PNR	5
6.2	Outbound Queue	6
6.2.1	New PNRs	7
6.2.2	Adjusted/Amended PNRs	7
6.2.3	Ticketed PNRs	7
6.3	Ticketing Queue	7
6.3.1	New PNRs	7
6.3.2	Adjusted/Amended PNRs	7
6.3.3	Car Rental / Hotel Only Reservation Request	7
6.4	Cancellation Queue	7
7	Request for Travel Outside DTS	8
8	DTS Tier 3 Help Desk	8
9	Local Business Rules	9
10	PNR Validation/CTO Orientation	9
11	Security	9
12	DTS Robo Demonstration of Traveler Requesting Authorization for Travel	9
13	Frequently Asked Questions	10
	Attachment A – Glossary of Terms	A-1
	Attachment B – GDS Specific Formats	B-1
	Amadeus	B-1
	Apollo	B-2
	SABRE	B-3
	Worldspan	B-5

Attachment C - DTS Tier 3 Help Desk Registration Form C-1

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1 Introduction

The Defense Travel System (DTS) Commercial Travel Office (CTO) Orientation and Users Guide provides information to CTO personnel making travel arrangements for Department of Defense (DoD) travelers using the current release of DTS. This guide provides a high-level overview of the interaction between DTS and the CTO, and outlines the process that CTOs should use when processing Passenger Name Records (PNRs) received from DTS.

DTS incorporates DoD travel regulations and business rules, as well as checks and edits, to minimize the possibility that travelers will make unauthorized travel choices. Travel administrators and managers also have desktop access to review, approve, or disapprove traveler plans early in the process, which saves considerable time and effort.

2 Overview of the Defense Travel System

The Defense Travel System (DTS) is a DoD-wide travel management system that allows travelers to use their desktop or laptop computers to review travel options, make travel arrangements that accommodate mission requirements, and electronically provide CTOs with their selections. Travelers can access the Global Distribution System (GDS) data; review available airline, hotel, and rental car options; and select the reservations that best meet their needs. DTS converts traveler selections into Passenger Name Record (PNR) format and sends them through the GDS to the CTO supporting the traveler. This saves time for the travel agents because most reservations book automatically (autobook). The DTS goal is to have at least 90 percent of reservations autobook. In summary, DTS provides the following benefits to the travel agent:

- DTS provides automatic processing and booking of routine transactions.
- Travel agents can focus their expertise on travelers with challenging and unique requirements.
- Travel agents do not have to provide GDS data to travelers and wait for travelers' decisions — travelers can read GDS data on their own computers.
- Travel agents do not have to re-enter data into the GDS — DTS provides traveler and reservation data electronically.

The DoD Program Management Office for DTS (PMO-DTS), and Northrop Grumman Mission Systems (NGMS) — the developer of DTS — consider CTOs to be a vital component of the DTS family. As we implement enhancements to DTS, we will update this guide to ensure CTOs have the most current information. This guide is available on the DTS website at www.defensetravel.osd.mil; click on Documents & Downloads to view the latest version. NGMS will also send bulletins to CTOs to announce system enhancements and provide useful operational tips. Attachment A provides a glossary of DTS terms that are used within this guide. Your comments about DTS are always welcome.

3 Passenger Name Record (PNR) Processing

When the traveler creates a Travel Order in DTS, a PNR is created with the traveler's choice of air, hotel and/or car rental segments and comments. The traveler signs the Travel Order, and the PNR is placed on the CTO's designated Inbound Queue. This step is viewed in DTS as CTO SUBMIT.

Note: DTS sends comments in every PNR, regardless of whether the travel autobooked.

3.1 PNR Processing – Remark Qualifiers

DTS uses the following qualifiers for inbound/outbound comments:

Segment	Inbound Comments (from DTS to CTO)	Outbound Comments (from CTO to DTS)
Air/Rail	W	W
Car	X	D
Hotel	Y	G

Example: DTS Created PNR with Comments

1 AA 613Y 02OCT Q IADDFW HK1 855A 1104A /DCAA*HYZSGU /E
 2 CAR AD 02OCT Q HK1 DFW/09OCT/CCAR/ARR-1P/RET-730A /DCAD
 /RG-USD110.00 UNL WY XD44.00 UNL XH15.00 UNL/AP-USD243.41 UNL
 7DY 0HR 133.41MC/RC-WG110/CF-1318104981RZ-
 3 HHL BW HK1 DFW IN02OCT Q-OUT09OCT 7NT 3417 BW D /DCBW
 FW AIRPORT SUIT 1S1KGOVB-1/ 54.95USD/AA/GAX123456789123456EXP
 05 04-MORRISON/C04P/ARR-1104/DEP-0735/SI-NS-CF-505396071-
 4 AA 380Y 09OCT Q DFWIAD HK1 735A 1118A /DCAA*HYZSGU /E
 5 OTH ZZ 07JAN W GK1 NGC/DEFENSE TRAVEL SYSTEMS
 14.W-DOCUMENT NAME - VMDALLASTX100203A01
 15.W- FLIGHT NUMBER AA613 IAD-DFW ON 10/02/03 SEGMENT
 16.W-COMMENTS
 17.W- FLIGHT NUMBER AA380 DFW-IAD ON 10/09/03 SEGMENT
 18.W-COMMENTS
 19.Y- TRIP PURPOSE CONFERENCE ATTENDANCE
 20.Y- LODGING SEGMENT 10/02/03 THRU 10/09/03
 21.Y- BW3417
 22.Y- PER DIEM RATE 89 / 46 TRAV COMMENTS- ROOM DATA
 23.Y-SUITE-1 KING BED NSMK2ND BED SOFABDMI
 24.X- RENTAL SEGMENT 10/02/03 THRU 10/09/03
 25.X-TRAV COMMENTS- RESTRICTIONS WEEKLY 110.00 EXTRA DAY
 26.X-22.00 EXTRA HOUR 15.00 ESTIMATED TOTAL COST
 27.X-243.41 UNLIMITED MILES/KILOMETERS

3.2 PNR Processing – Exceptions

When a PNR does not autobook, CTO intervention is required, as shown in the following examples:

Example 1: CTO Assistance Requested for Car Booking

28.X✈- RENTAL SEGMENT 09/25/03 THRU 09/30/03
 29.X✈TRAV COMMENTS- TRAVELER REQUESTS ASSISTANCE IN
 30.X✈BOOKING A RENTAL CAR IN DETROITMI FROM 25-SEP-03 TO
 31.X✈30-SEP-03. RESTRICTIONS

Example 2: CTO Assistance Required for Hotel Booking

23.Y✈- TRIP PURPOSE CONFERENCE ATTENDANCE
 24.Y✈- LODGING SEGMENT 09/25/03 THRU 09/30/03
 25.Y✈- HY971
 26.Y✈- PER DIEM RATE 108 / 50 TRAV COMMENTS- ROOM DATA
 27.Y✈CITY OR SHOPPING MALL VW375 SQ FEET

3.3 PNR Processing – Southwest Airlines Flights

Southwest Airlines does not have interline agreements with other airlines, therefore, DTS creates a separate PNR for the Southwest segments. This makes the ticketing process easier. After completing the quality check on the two PNRs, the CTO must place both PNRs on the Outbound Queue within 1 hour of each other in order for DTS to complete the process. If both PNRs are not queued back, DTS will send an email reminder to the CTO.

Specific information for each GDS on how DTS processes the traveler's Southwest Airlines requests to the PNR is provided below:

- **Sabre** — DTS autobooks Southwest Airlines flight segments.
- **Amadeus** — Southwest Airlines flight segments are booked in Holding Number (HN) status. DTS sends comments in the PNR under the W# qualifier that includes the specific Southwest Airlines flight information selected by the traveler. The CTO follows the current practice of contacting the Southwest Airlines reservation office directly, and placing the reservation data in the PNR.
- **Apollo** — DTS sends comments in the PNR under the W# qualifier that includes the specific Southwest Airlines flight information selected by the traveler. The CTO follows the current practice of contacting the Southwest Airlines reservation office directly, and placing the reservation data in the PNR.
- **Worldspan** — DTS sends comments in the PNR under the W# qualifier that includes the specific Southwest Airlines flight information selected by the traveler. The CTO follows the current practice of contacting the Southwest Airlines reservation office directly, and placing the reservation data in the PNR.

Note: The PNR must be placed on Outbound Queue for DTS to capture the WN reservation data.

4 PNR Adjustments

An adjusted PNR contains changes made by the traveler in DTS after the original PNR was booked, but before AO approval. The adjusted PNR will autobook just as the original PNR autobooked. If any part of the change does not autobook, the request will appear in the designated comments field (Air, Car, Hotel) for CTO action.

The CTO should:

- Perform the quality check
- Process the change, if necessary
- Place the PNR on the Outbound Queue

5 PNR Amendments

An amended PNR is one that was previously approved by the AO, has a Tickets Are Waiting (TAW) date applied, and contains changes created by the traveler. The amended PNR will autobook just as the original PNR autobooked. If any part of the change does not autobook, the request will appear in the designated comments (Air, Car, Hotel) for CTO action.

If the CTO receives the PNR **before** the traveler departs, and **before** the ticket has been issued, the CTO should:

- Perform the quality check
- Process changes, if necessary
- Place the PNR on the Outbound Queue

DTS will sweep the PNR from the Outbound Queue back to DTS, update the traveler's document, and stamp it CTO BOOKED. The document is now routed to the AO for approval.

If changes to a PNR are required **after** the ticket has been issued:

- Perform the quality check
- Process the change normally
- Issue a new ticket, if necessary*
- Place the PNR on the Outbound Queue

DTS will sweep the PNR from the Outbound Queue back to DTS, update the traveler's document, and stamp it CTO TICKETED.

*If the itinerary change requires the CTO to reissue the ticket, it must be reissued **after** AO approval. The traveler must process the original ticket for a refund.

6 Queue Processing Procedures

CTOs typically have their own standard processing procedures for confirming travel reservations, processing PNRs, and working with their GDSs. DTS also requires specific queue processing procedures, which we explain in the following sections.

6.1 Inbound Queue

The CTO receives a PNR from DTS on the designated Inbound Queue, performs a quality check on that PNR, and returns the PNR to DTS on the Outbound Queue. The CTO can process an inbound PNR until the traveler departs. DTS places three types of PNRs on the Inbound Queue:

- New PNRs
- Adjusted PNRs
- Amended PNRs

6.1.1 New PNRs

For new PNRs created by travelers, the CTO should:

- Perform the quality check
- Process the change, if necessary
- Place the PNR on the Outbound Queue

DTS will sweep the PNR from the Outbound Queue back to DTS, update the traveler's document and stamp it CTO BOOKED. Normal electronic routing will continue.

6.1.2 Adjusted PNR

An adjusted PNR contains changes the traveler made in DTS after the original PNR was booked, but before AO approval. The adjusted PNR will autobook just as the original PNR autobooked. If any part of the change does not autobook, the request will appear in the designated comments field (Air, Car, Hotel) for CTO action.

The CTO should:

- Perform the quality check
- Process the change, if necessary
- Place the PNR on the Outbound Queue

DTS will sweep the PNR from the Outbound Queue back to DTS, update the traveler's document, and stamp it CTO BOOKED. Normal electronic routing will continue.

6.1.3 Amended PNR

An amended PNR is one that has been previously approved by the AO, has a TAW date applied, and contains changes created by the traveler. The amended PNR will autobook just as the original

PNR autobooked. If any part of the change does not autobook, the request will appear in the designated comments (Air, Car, Hotel) for CTO action.

If the CTO receives the PNR **before** the traveler departs, and **before** the ticket has been issued, the CTO should:

- Perform the quality check
- Process the change, if necessary
- Place the PNR on the Outbound Queue

DTS will sweep the PNR from the Outbound Queue back to DTS, update the traveler's document, and stamp it CTO BOOKED. The document is now routed to the AO for approval.

If changes to a PNR are required **after** the ticket has been issued, the CTO should:

- Perform the quality check
- Process the change, if necessary
- Issue a new ticket, if necessary*
- Place the PNR on the Outbound Queue

DTS will sweep the PNR from the Outbound Queue back to DTS, update the traveler's document, and stamp it CTO TICKETED.

*If the itinerary change requires the CTO to reissue the ticket, it must be reissued **after** AO approval. The traveler must process the original ticket for a refund.

6.1.3.1 Amended PNR – Exception Processing

When a traveler erroneously creates an amendment by using the DTS Reservation Module **after** departure, DTS generates an amended PNR and places it on the Inbound Queue. The CTO should process the change, but **SHOULD NOT place the updated PNR on the Outbound Queue**. The CTO should inform the traveler of the change, and remind him/her to update the information in DTS upon return. If the amended order needs approval, the CTO should inform the local help desk using the sample email shown in Section 7. In accordance with local procedures, the CTO should send an updated itinerary/invoice to the traveler at the en route location.

6.2 Outbound Queue

The CTO sends four types of PNRs back to DTS on the designated Outbound Queue:

- New PNRs
- Adjusted PNRs
- Amended PNRs
- Ticketed PNRs

6.2.1 New PNRs

After completing any required quality checks, the CTO places the new PNR on the Outbound Queue to update DTS.

6.2.2 Adjusted/Amended PNRs

After completing any required quality checks, the CTO places the adjusted/amended PNR on the Outbound Queue to update DTS. (See exceptions below.)

6.2.3 Ticketed PNRs

After issuing a DTS PNR ticket, place the PNR on the Outbound Queue. After issuing an automated Miscellaneous Charge Order (MCO) for CTO fees on a DTS PNR, place the PNR on the Outbound Queue.

6.2.3.1 Adjusted/Amended PNRs – Exception Processing

Do not place a PNR on the Outbound Queue:

- When the traveler did not use DTS to create the PNR
- After the traveler has departed

6.3 Ticketing Queue

When the AO approves a trip, DTS will apply the TAW date, which places the PNR on the CTOs Ticketing Queue on the assigned date. The TAW date indicates that a trip is officially approved.

6.3.1 New PNRs

Upon AO approval, DTS will apply a TAW date (3 business days prior to departure) and place it in the designated Ticketing Queue on that date. The TAW date indicates that the CTO is authorized to issue tickets.

6.3.2 Adjusted/Amended PNRs

Upon AO approval, DTS will apply a TAW date to the adjusted/amended PNR. The TAW date indicates that the CTO is authorized to issue a ticket.

6.3.3 Car Rental / Hotel Only Reservation Request

DTS does not apply a TAW date if there is no air/rail segment. Non-air PNRs will not appear in the Ticketing Queue. CTOs should process non-air PNRs when they are received on the Inbound Queue; after processing, the CTO should place the PNR on the Outbound Queue.

6.4 Cancellation Queue

When the AO or Traveler stamps a DTS travel document CANCELLED, DTS cancels all travel segments in the PNR and places the PNR on the Cancelled Queue. The CTO should:

- Refund unused tickets immediately
- Confirm cancellation numbers have been returned for autobooked Car and Hotel segments.

Call and cancel manually booked Car and Hotel segments, and append the cancellation numbers in the appropriate Remarks section. Queue the PNR to the Outbound Queue so the DTS document will have the cancellation numbers in the document.

7 Request for Travel Outside DTS

If the CTO receives a request from a traveler to change a previously approved PNR booked in DTS **after** the traveler started travel, follow the procedures below:

- The CTO should make the requested changes, perform the quality check, but **SHOULD NOT place the PNR in the Outbound Queue**. The CTO should inform the traveler that the requested change was made, and remind the traveler to manually update DTS. The CTO should send an email with the corrected itinerary/invoice to the traveler such as the following:

"Your request to change arrangements occurred verbally. The corrected itinerary/invoice has been emailed to you. You should notify your AO that this change is not automatically updated in DTS. Do not make any changes to the DTS reservation module for this document."

- Additionally, the CTO should send an email to the local help desk / DTA that the traveler requested a change to an approved PNR, and the change was booked after the traveler departed. This alerts the local help desk / DTA to manually process the DTS document. The CTO may use the following sample email to the help desk / DTA:

"Your traveler, (provide name and DTS document identification), requested a change to travel arrangements after departure. The traveler was called and the corrected itinerary/invoice has been emailed to both the traveler and to you. You should notify the AO that this requested change is not automatically updated in DTS. Do not make any changes to the DTS reservation module for this document. Please inform your traveler and AO."

Note: Once travel commences, the PNR SHOULD NOT be placed on the Outbound Queue.

8 DTS Tier 3 Help Desk

The DTS Tier 3 help desk is a comprehensive support program available to authorized users to report system issues and obtain solutions. We encourage CTO agents to register as authorized callers. To register as an authorized caller, please complete and submit the form provided in Attachment C. When calling the DTS Tier 3 help desk, identify yourself to the help desk by name, address, telephone number, location, and agency.

The CTO must report any issues with DTS to the DTS Tier 3 help desk. The DTS Tier 3 help desk is the only method DTS has to track and resolve issues.

You can contact the DTS Tier 3 help desk by using the following toll free telephone number, or fax number.

Telephone	1-800-832-9007
Fax	1-703-968-2017

The CTO may use the following email address, which **automatically** creates a help desk ticket, assigns a help desk ticket number, and generates a return email to the sender:

dtshelpdesk@defensetravel.osd.mil.

9 Local Business Rules

CTOs must follow local business rules and/or contract terms and conditions when processing reservations.

10 PNR Validation/CTO Orientation

Northrop Grumman Mission Systems validates that CTOs can receive, process and return PNRs via DTS. Approximately 2 weeks prior to a site going online with DTS, the PMO-DTS schedules the validation process with the CTO and NGMS. In order to familiarize CTOs with DTS, NGMS creates PNRs in DTS and processes them through the CTO's GDS. NGMS reviews and discusses the PNRs with CTO personnel during the validation procedure. This process allows NGMS to answer technical questions relating to the processing of PNRs, and ensures that the CTOs understand how DTS processes PNRs.

11 Security

Security of data is of utmost importance to the Government, and security matters are taken seriously. The security configurations deployed within DTS and the Global Distribution Systems (GDS) — specifically, Amadeus, Apollo, Sabre, and Worldspan — ensure proper access to DTS data in the GDS. Commercial Travel Offices do not have authority to conduct or authorize penetration testing of government systems or connections to government systems. Pursuant to Title 18 U.S.C Section 1030, any fraud and related activity in relationship to computers; any known or suspected vulnerabilities; and/or any unauthorized attempts of penetration testing must be reported to the Contracting Officer and the Defense Travel System Program Office immediately upon discovery. Security is everyone's responsibility and we view it as a team effort. We encourage CTOs to immediately contact the PMO-DTS with any concerns about DTS, especially those regarding security.

12 DTS Robo Demonstration of Traveler Requesting Authorization for Travel

The DTS Robo Demonstration offers a new and convenient way to view a desktop demonstration on how travelers request authorization to travel using DTS. The demonstration takes approximately 10 minutes.

1. Go to the DTS website: www.defensetravel.osd.mil
2. Click the Training button
3. Click on DTS Online Training
4. Go to the DTS Demonstrations box
5. Click on Launch – Create Authorization Demo

13 Frequently Asked Questions

Question	Answer
Can the CTO issue a ticket prior to the TAW date in the PNR?	A ticket may be issued as soon as the Authorizing Official approves the document in DTS. However approval must be given by AO to issue prior to 3 business days. DTS automatically sets the TAW date for 3-business days prior to travel, in accordance with DTS policy.
How does the CTO handle PNRs on the Cancellation Queue?	Cancelled PNRs are placed on the CTO Cancellation Queue for CTO information only. DTS will automatically cancel all segments autobooked by DTS. If a segment was manually booked by the CTO, the CTO will need to cancel these segments manually and remove the PNR from the Cancellation Queue.
What do I do if the traveler calls the CTO with questions about DTS software?	Refer the traveler to the local help desk (Tier 2 help desk).
What do I do if I receive a PNR in my Inbound Queue without reservations?	Check the remarks in the PNR to determine if the traveler has comments or requests for action by the CTO. If reservations are not needed, place the PNR on the Outbound Queue to be swept back to DTS.
What do I do if PNRs have been in the Outbound Queue for an extended period of time (e.g., longer than 10 minutes)?	The Outbound Queue is polled every 10 minutes. You should report this to the Tier 3 help desk.
What do I do if there is a PNR in my Inbound Queue that looks as though it has already been processed?	This may be a revised itinerary. Perform a quality check on the PNR for changes, and send to the appropriate queue.
Can I distribute DTS PNRs to other queues?	Yes, as long as you have performed a quality check. Place the PNR in the Outbound Queue to update it in DTS.
What about schedule changes? Do I have to put the PNR in the Outbound Queue when I make a schedule change? Will it create an amendment?	Yes, you must put the PNR in the Outbound Queue to update it in DTS. The PNR will only need AO approval if the new PNR has a change in price or date.

Question	Answer
After I have issued a ticket, does the PNR need to be queued back to DTS?	Yes, any changes to the PNR need to be queued back to DTS so the DTS document reflects the correct data from the PNR
If a traveler has started travel and calls to change the return flight, do I queue the reservation back to DTS?	No, do not queue any called-in PNR changes back to DTS after travel has started. Inform the traveler of any fare changes, and tell the traveler to update his/her voucher upon return.
What do I do when a ticket has been issued and the trip has been cancelled?	Process a refund immediately.
What do I do if a DTS PNR has Premium Class booked?	Refer to your local business rules. Premium Class travel requires special approval.

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ATTACHMENT A

Glossary of DTS Terms

Attachment A – Glossary of Terms

Terms	DEFINITIONS
Adjustments	Changes made to a DTS document prior to its approval.
Amendments	Changes made to a previously approved DTS document.
AO	Authorizing Official, the person(s) designated in DTS to approve travel.
Autobooking	The booking of traveler requests (air, car rental, and hotel) without CTO intervention. This includes remarks that can be processed by the travel supplier. When autobooking is not successful, traveler selections are sent with the original request data in the appropriate comments field of the PNR so the CTO can manually book the selections.
Cancellation Queue	The queue in the CTO's Global Distribution System (GDS) Pseudo City Code (PCC) designated to receive PNRs for trips that have been cancelled in DTS.
CTO ADJUSTED	The document history stamp in DTS indicating that a PNR has been changed prior to the DTS document's approval.
CTO AMENDMENT	The document history stamp in DTS indicating that a PNR has been changed after the DTS document's approval.
CTO BOOKED	The document history stamp in DTS indicating that a PNR has been swept from the GDS Outbound Queue and returned to DTS for processing.
CTO CANCELLED	The document history stamp in DTS indicating that a PNR has been cancelled and queued back to DTS by the CTO.
CTO SUBMIT	The document history stamp in DTS indicating that a PNR has been sent to the GDS Inbound Queue. This stamp is applied immediately after a document is signed.
CTO SUBMIT PNR	A new PNR on the Inbound Queue that needs to be quality-checked.
CTO TICKETED	The document history stamp in DTS indicating that a PNR has been ticketed and returned to DTS.
Global Distribution Systems (GDSs)	The commercial reservation systems used by travel agents to research flights, hotels, and other travel information, and to make bookings on behalf of a traveler. DTS currently interfaces with the following GDSs: Sabre, Apollo, Worldspan, and Amadeus.
Help Desk Tier 1: User Self-Support	Tier 1 provides self-support, and is used by travelers, the Defense Travel Administrator (DTA), and the AO. Tier 1 is available on the defensetravel.osd.mil website. It also provides access to local Tier 2 help desk support.
Help Desk Tier 2: Site DTA	Tier 2 is the site's local help desk. The local DTA or other designated personnel assist the user through this tier.

Terms	DEFINITIONS
Help Desk Tier 3: DTS Help Desk	Tier 3 is the help desk operated by the Northrop Grumman Mission Systems (NGMS) DTS team. Only authorized callers have access to the Tier 3 help desk.
Inbound Queue	The queue in the CTO's GDS PCC designated to receive PNRs (CTO SUBMIT PNR) from DTS for normal processing.
Outbound Queue	The queue in the CTO's GDS PCC in which the agent places PNRs (CTO BOOKED PNR) after they complete normal CTO processing. This queue returns PNRs to DTS.
Public Key Infrastructure (PKI)	A technology that combines software, encryption technologies, and services to enable an enterprise to protect the security of its communications and business transactions on networks. It involves certificate authorities, registration authorities, digital certificates, certificate revocation lists, public key cryptography, and PKI-enabled applications.
Tickets Are Waiting (TAW) Date	A ticketing date based on 3 business days prior to the departure date. When applied to a PNR, it means that the document has been approved by the AO.
Ticketing Queue	The queue in the CTO's GDS PCC designated to receive PNRs approved for ticketing by the AO.

ATTACHMENT B

GDS Specific Formats

Attachment B – GDS Specific Formats

Amadeus

To Navigate a DTS PNR the CTO should do the following:

RTF Fare/TAW Line (if applied)

Seat Assignments

*IA Display Itinerary

RTRR Cross Reference Line

RTRW Document Name/Flight Related Remarks.

RTRY Trip Purpose/Lodging Request/Lodging Comments.

RTRX Car Request/Car Remarks

RTRP Passenger information

To send remarks back to the AO or the traveler:

RM G Hotel requested sold out/hotel cancel no 1234567

RM D Non Smoking car booked per your request

RM W Changed govt fare from YCA to HCA savings of \$25

Split Ticketing

If the itinerary auto prices it is not necessary to store the fares for the split tickets.

Issue eticket with MCO fee for the second and third segments:

TTP/TTM/INVJ/XE1/VDL/RT/R,*PTC/S2,3

Issue eticket for the fourth and fifth legs

TTP/INVJ/XE1/VAA/RT/R,*PTC/S4,5

Apollo

To Navigate a DTS PNR the CTO should do the following:

- *I Displays Itinerary
- *T Fare/TAW Line (if applied)
- 9D Seat Assignments
- *PRW Document Name/Flight Related Remarks
- *PRR Cross Reference Line (1 of 1 PNR)
- *PRY Trip Purpose/Lodging Request/Lodging Comments
- *PRX Car Request/Car Remarks

To send remarks back to the AO or the traveler:

- []:5G Hotel requested sold out
- []:5D Non Smoking car booked per your request
- []:5W Changed from YCA to HCA savings of \$125

Split Ticketing

Fares and stores the fare for the first two legs

Fares and stores the fare for the third and fourth legs

Issue both tickets simultaneously

Issue a CTO fee MCO

Display e-ticket data

T:\$B*GOV/S1#2

T:\$B*GOV/S3#4

HB:

HHMCO – fill in mask

*HTE – tab to ticket number

SABRE

To Navigate a DTS PNR the CTO should do the following:

- *WS Fare/TAW Line (if applied)
- *B Seat Assignments
- *IA Display Itinerary
- *R# Cross Reference Line
- *W# Document Name/Flight Related Remarks.
- *IH Display Hotel Itinerary
- *Y# Trip Purpose/Lodging Request/Lodging Comments.
- *IC Display Car Itinerary
- *X# Car Request/Car Remarks
- *P# Passenger information

To send remarks back to the AO or the traveler:

5G# Hotel requested sold out/hotel cancel no 1234567

5D# Non Smoking car booked per your request

5W# Changed govt fare from YCA to HCA savings of \$25

Hotel manual segment (Mandatory format)

0HHTAAGK1WASIN10AUG-OUT12AUG/MC MARRIOTT/GOVT/89.00USD/G/SI-[]101
MAIN STREET#ARLINGTON VIRGINIA 12345#FONE 800-555-1212/CF-12345678

Car manual segment (Mandatory format)

0CARETGK1WAS10AUG-12AUG/CCAR/RG-USD29.00 UNL DY/CF-123456

RAIL

Manual Segment Format:

0RAL2VGK1MIAATL3AUG-LV-9A/AR-3P 4AUG/NA-TRAIN 66/SI-CF

Manual Storing the Fare Format:

WSM- \$/\$ Total \$ HLD Hold Date

Use normal AMK formats to build Amtrak PNR in AMK. Manually store the fare, be sure to watch for the Hold Date when the E is used.

Split Ticketing

Ticketing instructions for the first two legs	FPPGVT#XR#AUA#KP0#S1/2
Ticketing instructions for the third and fourth legs	FPPGVT#XR#AAA#KP0#S3/4
Issuing tickets	W#
Display e-ticket data	WETR*T 13 digit ticket number

Both FP lines (ticketing instructions) can be added to the PNR at once after the W# (ticketing command) is used, a fill in display will come up with the fare for the first FP line instructions if it is correct then enter Y into the designated area. If it is not correct enter N in the designated area and you can go back to the PNR

Sabre will issue that first ticket and then the second display will come up for the second FP line instructions. Enter Y or N as needed. Then the invoicing can be done.

VERIFY TKT TTL USD 280.10 - WS TTL USD 552.50
TICKET? ENTER Y OR N<Y>

VERIFY TKT TTL USD 272.40 - WS TTL USD 552.50
TICKET? ENTER Y OR N<Y>

Worldspan

To Navigate a DTS PNR the CTO should do the following:

- *I Displays Itinerary
- *PI Fare (**Mandatory** if removed fare will not update in DTS)
- *TK Ticketing/TAW Line (if applied)
- *SS Seat Assignments
- *UW Document Name/Flight Related Remarks
- *UR Cross Reference Line (1 of 1 PNR)
- *UY Trip Purpose/Lodging Request/Lodging Comments
- *UX Car Request/Car Remarks

To send remarks back to the AO or the traveler:

- 5.G Hotel requested sold out
- 5.D Non Smoking car booked per your request
- 5.W Changed govt fare from YCA to HCA savings of \$125

Rail

Manual Segment Format:

TN2VMK1TRN08DEC09DEC/AN-TRAIN-2233WASNYP/TD-9A/TA-11A/DUE-
USDB60.00X10.00T70.00/CF-098

Split Ticketing

- | | |
|---|--|
| Must remove PI lines first | 4-PI@ALL |
| TAW has to be current date | 7@TAW/queue #/ticketing date |
| Fares the first two legs | 4P*S1/2 |
| Stores the fare for the first two legs | 4PQC |
| Fares the third and fourth legs | 4P*S3/4 |
| Issues eticket for the first two legs | EZE*#CAA#S1/2 etc. |
| Stores the fare for the third and fourth legs | 4PQC |
| Issues eticket for the third and fourth legs | EZE*#CDL#S3/4 etc. |
| Issues eticket with a CTO fee | EZE*#CAA#SF5.00#S1/2 |
| Display e-ticket data | ETR 13 digit ticket number |

ATTACHMENT C

DTS Tier 3 Help Desk Registration Form

Attachment C - DTS Tier 3 Help Desk Registration Form**DTS Tier 3 Help Desk Registration Form**

In order to access the DTS Tier 3 Help Desk (DTS T3HD), all DTAs/Authorized Callers must register with the DTS T3HD. Please fill out the requested information below and FAX or email this form to the DTS T3HD at (703) 968-2017 or DTSHelpDesk@ngc.com. You will receive an email notification confirming receipt and approval of your registration.

Primary Contact _____ **Alternate Contact** _____ **CBA Contact** _____ **CTO Contact** _____

First Name: _____

Last Name: _____

Email Address1: _____

Email Address2: _____

Mailing Address: _____

Phone: _____ **FAX:** _____

Service/Agency: _____

Site Name: _____

Organization(s): _____

Organizational Naming Sequence: _____

Service/Agency: _____

PMO Site Fielding Lead Name: _____

PMO Site Fielding Lead's Email Address: _____

To prevent any delay in support please notify the DTS T3HD immediately of any changes to the above information.

DTS Tier 3 Help Desk

Toll Free 800.832.9007

Local 703.968.1668

Fax 703.968.2017

Email: dtshelpdesk@ngc.com

Web: www.defensetravel.osd.mil

Hours of Operations: 0800 to 1700

(EST/EDT) Monday - Friday.